Claims

1.   A method of processing a public safety call, comprising the steps of:

receiving the public safety call;

determining a geographic source of the public safety call;

determining an environment of the geographic source of the public safety call;

identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

forwarding the call to the identified resource.

2.   The method of processing public safety calls as in claim 1 wherein the step of receiving the public safety call further comprises receiving the call as a switched circuit telephone connection at a local public switched telephone network central office.

3.   The method of processing public safety calls as in claim 2 wherein the step of receiving the call as a switched circuit connection further comprises receiving ANI information along with the call.

4.   The method of processing public safety calls as in claim 3 wherein the step of receiving ANI information further comprises composing a packet message containing the received ANI information for transmission to a Master Street Address Guide database.

5.   The method of processing public safety calls as in claim 4 wherein the step of composing the packet

message further comprises retrieving an address from the Master Address Guide database.

6.   The method of processing public safety calls as in claim 1 wherein the step of identifying a resource further comprises selecting a public safety attended position of the identified resource.

7.   The method of processing public safety calls as in claim 1 wherein the step of determining the environment further comprising correlating the received public safety call with other received public safety calls from the environs of the determined geographic source.

8.   The method of processing public safety calls as in claim 1 further comprising receiving the public safety call as a packet message from an Internet connection.

9.   The method of processing public safety calls as in claim 8 wherein the step of receiving the call as a packet message from an Internet connection further comprises detecting and decoding a geographical source of the packet message from a data field embedded within the packet.

10.   The method of processing public safety calls as in claim 9 wherein the step of receiving the call as a packet message from an Internet connection further comprises receiving a web telephony call.

11.   The method of processing public safety calls as in claim 9 wherein the step of receiving the call as a

packet message from an Internet connection further comprises receiving an e-mail message.

12. The method of processing public safety calls as in claim 1 wherein the step of forwarding the call further comprises forwarding an Internet address of the caller to the identified resource.

13. The method of processing public safety calls as in claim 1 wherein the step of forwarding an Internet address of the caller to the identified resource further comprises including a request to form an Internet telephony voice connection with the public safety caller.

14. The method of processing public safety calls as in claim 1 further comprising determining that the identified resource is inoperative and transferring the public safety call to another identified resource.

15. Apparatus for processing a public safety call, comprising:

means for receiving the public safety call;

means for determining a geographic source of the public safety call;

means for determining an environment of the geographic source of the public safety call;

means for identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

means for forwarding the call to the identified resource.

16. The apparatus for processing public safety calls as in claim 15 wherein the means for receiving the public safety call further comprises means for

5   receiving the call as a switched circuit telephone connection at a local public switched telephone network central office.

17. The apparatus for processing public safety calls

10 as in claim 16 wherein the means for receiving the call as a switched circuit connection further comprises means for receiving ANI information along with the call.

15 18. The apparatus for processing public safety calls as in claim 17 wherein the means for receiving ANI information further comprises means for composing a packet message containing the received ANI information for transmission to a Master Street Address Guide

20 database.

19. The apparatus for processing public safety calls as in claim 18 wherein the means for composing the packet message further comprises means for retrieving

25 an address from the Master Address Guide database.

20. The apparatus for processing public safety calls as in claim 15 wherein the means for identifying a resource further comprises means for selecting a public

30 service attended position of the identified resource.

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21. The apparatus for processing public safety calls as in claim 15 wherein the means for determining the environment further comprising means for correlating the received public safety call with other received public safety calls from the environs of the determined geographic source.

22. The apparatus for processing public safety calls as in claim 15 further comprising means for receiving the public safety call as a packet message from an Internet connection.

23. The apparatus for processing public safety calls as in claim 22 wherein the means for receiving the call as a packet message from an Internet connection further comprises means for detecting and decoding a geographical source of the packet message from a data field embedded within the packet.

24. The apparatus for processing public safety calls as in claim 23 wherein the means for receiving the call as a packet message from an Internet connection further comprises means for receiving a web telephony call.

25. The apparatus for processing public safety calls as in claim 23 wherein the means for receiving the call as a packet message from an Internet connection further comprises means for receiving an e-mail message.

26. The apparatus for processing public safety calls as in claim 15 wherein the means for forwarding the

call further comprises means for forwarding an Internet address of the caller to the identified resource.

27.   The apparatus for processing public safety calls as in claim 15 wherein the means for forwarding an Internet address of the caller to the identified resource further comprises means for including a request to form an Internet telephony voice connection with the public safety caller.

28.   The apparatus for processing public safety calls as in claim 15 further comprising means for determining that the identified resource is inoperative and transferring the public safety call to another identified resource.

29.   Apparatus for processing a public safety call, comprising:

a call processor adapted to receive the public safety call;

a first database adapted to determine a geographic source of the public safety call;

an environment processor adapted to determine an environment of the geographic source of the public safety call;

a resource processor adapted to identifying a resource to handle the public safety call based upon the determined source and environment of the call; and

a communication processor adapted to forward the call to the identified resource.

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30.   The apparatus for processing public safety calls
as in claim 29 wherein the call processor further
comprises a switched circuit telephone connection
coupled between the call processor and a source of the
5   public safety call.

31.   The apparatus for processing public safety calls
as in claim 30 further comprising an ANI register
adapted to receive ANI information along with the call.

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32.   The apparatus for processing public safety calls
as in claim 31 wherein the ANI register further
comprises a PSTN processor coupled to the switch
circuit telephone connection and adapted to compose a
15   packet message containing the received ANI information
for transmission to a Master Street Address Guide
database.

33.   The apparatus for processing public safety calls
20   as in claim 32 wherein the PSTN processor further
comprises geographic source register adapted to
retrieve an address from the Master Address Guide
database.

25   34.   The apparatus for processing public safety calls
as in claim 29 wherein the resource processor further
comprises an automatic call distributor adapted to
select a public service attended position of a
municipality.

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35.   The apparatus for processing public safety calls
as in claim 29 wherein the environment processor

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further comprises a correlation processor adapted to correlate the received public safety call with other received public safety calls from the environs of the determined geographic source.

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36. The apparatus for processing public safety calls as in claim 29 further comprising an Internet connection adapted to receive the public safety call as a packet message.

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37. The apparatus for processing public safety calls as in claim 36 wherein the Internet connection further comprises a packet processor adapted to detect and decode a geographical source of the packet message from

15 a data field embedded within the packet.

38. The apparatus for processing public safety calls as in claim 37 wherein the packet processor further comprises an web telephony processor adapted to receive

20 a web telephony call.

39. The apparatus for processing public safety calls as in claim 37 wherein the packet processor further comprises an e-mail processor adapted to receive an e-

25 mail message.

40. The apparatus for processing public safety calls as in claim 29 wherein the communication processor further comprises an Internet packet composed by the

30 communication processor and adapted to forward an Internet address of the caller to the identified resource.

41. The apparatus for processing public safety calls as in claim 29 wherein the Internet packet further comprises a data field adapted to include a request to form an Internet telephony voice connection with the public safety caller.

42. The apparatus for processing public safety calls as in claim 29 further comprising a configuration processor adapted to determine that the identified resource is inoperative and transfer the public safety call to another identified resource.